

# RLS Officer - Brookside

Grade

G

Contract Type

Fixed Location

Head of OPS



Older People Services Area Manager



RLS Officer



Cleaners, RLS Night Supervisors

Department

Older Peoples  
Services



OPS Area 3

## Role Overview

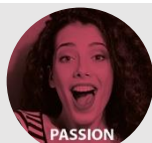
Deliver high quality Retirement Living Services at an individual Scheme, ensuring that excellent customer service is achieved, performance is maximised and all activity supports the achievement of Your Housing Group's vision and is reflective of older people's aspirations.

Subject to Basic Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Carry out lettings and allocations in accordance with agreed procedures to meet Key Performance Indicator's and maximise income.
- Work with Housing Management colleagues and Site Officers, to deliver an efficient and effective service for customers and ensure voids turnaround targets are met.
- Deliver programme for carrying out pro-active support planning with customers, and reviews on a frequency agreed with the resident (where we hold the contract).
- Assist partner agencies to comply with the Supporting People Quality Assessment Framework, and performance monitoring requirements.
- Receive and take appropriate action on tenancy management issues.
- Ensure a positive climate for customer involvement is created within their Retirement Living Services scheme and achieve agreed levels of customer satisfaction.
- Ensure the quality of products and services in Retirement Living Services meets the requirements of contracted services and service standards set by Supporting People, CQC (Care Quality Commission), etc.
- Maximise the contribution of Retirement Living Services scheme staff through effective management and leadership.
- Timely invoice approval.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Ensure Retirement Living Schemes and services comply with Health & Safety legislation and good practice.
- Undertake additional duties appropriate to the role and/or grade.

### STRENGTHS

- ✓ Strong IT skills eg Microsoft Word and Excel
- ✓ Excellent communication skills both written and verbal
- ✓ Excellent attention to detail
- ✓ Ability to work alone and organise workload accordingly
- ✓ Ability to build positive relationships with a diverse range of people
- ✓ The ability to work in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services and fostering excellent customer relationships

### ESSENTIAL REQUIREMENTS

- ✓ Knowledge of housing legislation and tenancy/housing management principles
- ✓ GCSE Maths and English (or equivalent)

### BENEFICIAL TO THE ROLE

- ✓ Experience of delivering or managing Older People's Housing and/or services
- ✓ Housing qualification or CIH (Chartered Institute of Housing) membership
- ✓ People Management experience